

### **Why file a complaint?**

You can file a complaint, if you feel that you were not properly treated by the staff of the Bureau for Intellectual Property (the Bureau). The Bureau has a complaint policy, because the Bureau wants to learn from its mistakes.

### **What can I complain about?**

You can file a complaint if the Bureau has, for example:

- mistreated you;
- treated you in an uncourteous manner;
- discriminated you;
- misused its authorities;
- acted in a negligent manner;
- waited too long to answer a letter.

### **What can I not complain about?**

A complaint is not possible regarding the conduct of the Bureau that is or was susceptible to a formal administrative procedure, such as an appeal proceeding, in accordance with the 'Landsverordening administratieve rechtspraak', or a civil procedure. Such conduct of the Bureau will be addressed in the formal procedure.

A complaint about conduct of the Bureau that has occurred over a year ago, in principle, will, not be handled.

### **Filing a complaint with the Ombudsman**

You can also file a complaint with the Ombudsman about the conduct of the Bureau. It's a common practice to file a complaint with the Bureau first, although it is not legally required, before filing a complaint with the Ombudsman.

For the procedure at the Ombudsman please visit: [www.ombudsmansxm.com](http://www.ombudsmansxm.com)

### **How do I file a complaint at the Bureau?**

You can submit your complaint in writing or via email using the complaint form. After you have completed the form and sent it in, you will receive a communication regarding the handling of your complaint from the Bureau. You may submit the filled in form via email to [info@bip.sx](mailto:info@bip.sx).

You can submit a verbal complaint at the Bureau if it is not possible to submit a written complaint. You can make an appointment by calling +1721 - 543 35 00.

### **Procedure and timeframe**

Your complaint will be handled by an appointed independent person (the Evaluator). The evaluator will strive to handle your complaint within four weeks. It is possibly that you will be contacted to discuss your complaint verbally at the office of the Bureau.

## **Elements of the complaint**

Describe the event or upload a word document via email

Reason for complaint

Date and time of conduct

## **More information**

Name of employee concerning the complaint

Witnesses

### **Details complainant**

Full name

Address

Place of residence

Phone number

When can you be reached

E-mail address

Digital Date